Appendix B: SEEM Submetrics

1.   Tier 1 Submetrics

Table B-1 contains a list of Tier 1 submetrics.

Table B-1: Tier 1 Submetrics

Item No.	Submetric
1	Loop Makeup - Response Time - Manual
2	Loop Makeup - Response Time - Electronic
3	Acknowledgement Message Timeliness
4	Acknowledgement Message Completeness
5	Percent Flow-Through Service Requests (Detail)
6	Reject Interval
7	Firm Order Confirmation Timeliness
8	Firm Order Confirmation and Reject Response Completeness - Fully Mechanized
9	Percent Missed Installation Appointments - Resale POTS
10	Percent Missed Installation Appointments - Resale Design
11	Percent Missed Installation Appointments - UNE Loop and Port Combinations
12	Percent Missed Installation Appointments - UNE Loops
13	Percent Missed Installation Appointments - UNE xDSL
14	Percent Missed Installation Appointments - UNE Line Sharing
15	Percent Missed Installation Appointments - Local IC Trunks
16	Average Order Completion Interval - Resale POTS
17	Average Order Completion Interval - Resale Design
18	Average Order Completion Interval - UNE Loop and Port Combinations
19	Average Order Completion Interval - UNE Loops
20	Average Order Completion Interval - UNE xDSL
21	Average Order Completion Interval - UNE Line Sharing
22	Average Order Completion Interval - Local IC Trunks
23	Coordinated Customer Conversions Interval - Unbundled Loops
24	Coordinated Customer Conversions - Hot Cut Timeliness Percent within interval - UNE Loops
25	Coordinated Customer Conversions - Percent Provisioning Troubles Received within 7 days of a completed service order - UNE Loops
26	Cooperative Acceptance Testing - Percent of xDSL Loops Tested
27	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale POTS
28	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale Design
29	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loop and Port Combinations
30	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loops

31	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE xDSL
32	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Line Sharing
33	Percent Provisioning Troubles within 30 days of Service Order Completion - Local IC Trunks
34	LNP - Percent Missed Installation Appointments - LNP
35	Missed Repair Appointments - Resale POTS
36	Missed Repair Appointments - Resale Design
37	Missed Repair Appointments - UNE Loop and Port Combinations
38	Missed Repair Appointments - UNE Loops
39	Missed Repair Appointments - UNE xDSL
40	Missed Repair Appointments - UNE Line Sharing
41	Missed Repair Appointments - Local IC Trunks
42	Customer Trouble Report Rate - Resale POTS
43	Customer Trouble Report Rate - Resale Design
44	Customer Trouble Report Rate - UNE Loop and Port Combinations
45	Customer Trouble Report Rate - UNE Loops
46	Customer Trouble Report Rate - UNE xDSL
47	Customer Trouble Report Rate - UNE Line Sharing
48	Customer Trouble Report Rate - Local IC Trunks
49	Maintenance Average Duration - Resale POTS
50	Maintenance Average Duration - Resale Design
51	Maintenance Average Duration - UNE Loop and Port Combinations
52	Maintenance Average Duration - UNE Loops
53	Maintenance Average Duration - UNE xDSL
54	Maintenance Average Duration - UNE Line Sharing
55	Maintenance Average Duration - Local IC Trunks
56	Percent Repeat Troubles within 30 days - Resale POTS
57	Percent Repeat Troubles within 30 days - Resale Design
58	Percent Repeat Troubles within 30 days - UNE Loop and Port Combinations
59	Percent Repeat Troubles within 30 days - UNE Loops
60	Percent Repeat Troubles within 30 days - UNE xDSL
61	Percent Repeat Troubles within 30 days - UNE Line Sharing
62	Percent Repeat Troubles within 30 days - Local IC Trunks
63	Invoice Accuracy
64	Mean Time to Deliver Invoices
65	Usage Data Delivery Accuracy
66	Trunk Group Performance - CLEC Specific
67	Collocation Percent of Due Dates Missed
68	Non-Coordinated Customer Conversions - % Completed and Notified on Due Date

2. Tier 2 Submetrics

Table B-2 contains a list of Tier 2 submetrics.

Table B-2: Tier 2 Submetrics

Item No.	Tier 2 Sub Metrics
1	Average Response Time - Pre-Ordering/Ordering
2	Interface Availability - Pre-Ordering/Ordering
3	Interface Availability - Maintenance & Repair
4	Loop Makeup - Response Time - Manual
5	Loop Makeup - Response Time - Electronic
6	Acknowledgement Message Timeliness - EDI
7	Acknowledgement Message Timeliness - TAG
8	Acknowledgement Message Completeness EDI
9	Acknowledgement Message Completeness TAG
10	Percent Flow-through Service Requests (Summary)
11	Reject Interval
12	Firm Order Confirmation Timeliness
13	Firm Order Confirmation and Reject Response Completeness - Fully Mechanized
14	Percent Missed Installation Appointments - Resale POTS
15	Percent Missed Installation Appointments - Resale Design
16	Percent Missed Installation Appointments - UNE Loop and Port Combinations
17	Percent Missed Installation Appointments - UNE Loops
18	Percent Missed Installation Appointments - UNE xDSL
19	Percent Missed Installation Appointments - UNE Line Sharing
20	Percent Missed Installation Appointments - Local IC Trunks
21	Average Order Completion Interval - Resale POTS
22	Average Order Completion Interval - Resale Design
23	Average Order Completion Interval - UNE Loop and Port Combinations
24	Average Order Completion Interval - UNE Loops
25	Average Order Completion Interval - UNE xDSL
26	Average Order Completion Interval - UNE Line Sharing
27	Average Order Completion Interval - Local IC Trunks
28	Coordinated Customer Conversions Interval - Unbundled Loops
29	Coordinated Customer Conversions - Hot Cut Timeliness Percent within interval - UNE Loops
30	Coordinated Customer Conversions - Percent Provisioning Troubles Received within 7 days of a completed service order - UNE Loops
31	Cooperative Acceptance Testing - Percent xDSL Loops Tested

32	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale POTS
33	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale Design
34	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loop and Port Combinations
35	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loops
36	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE xDSL
37	Provisioning Troubles within 30 days of Service Order Completion - UNE Line Sharing
38	Percent Provisioning Troubles within 30 days of Service Order Completion - Local IC Trunks
39	LNP - Percent Missed Installation Appointments
40	Missed Repair Appointments - Resale POTS
41	Missed Repair Appointments - Resale Design
42	Missed Repair Appointments - UNE Loop and Port Combinations
43	Missed Repair Appointments - UNE Loops
44	Missed Repair Appointments - UNE xDSL
45	Missed Repair Appointments - UNE Line Sharing
46	Missed Repair Appointments - Local IC Trunks
47	Customer Trouble Report Rate - Resale POTS
48	Customer Trouble Report Rate - Resale Design
49	Customer Trouble Report Rate - UNE Loop and Port Combinations
50	Customer Trouble Report Rate - UNE Loops
51	Customer Trouble Report Rate - UNE xDSL
52	Customer Trouble Report Rate - UNE Line Sharing
53	Customer Trouble Report Rate - Local IC Trunks
54	Maintenance Average Duration - Resale POTS
55	Maintenance Average Duration - Resale Design
56	Maintenance Average Duration - UNE Loop and Port Combinations
57	Maintenance Average Duration - UNE Loops
58	Maintenance Average Duration - UNE xDSL
59	Maintenance Average Duration - UNE Line Sharing
60	Maintenance Average Duration - Local IC Trunks
61	Percent Repeat Troubles within 30 days - Resale POTS
62	Percent Repeat Troubles within 30 days - Resale Design
63	Percent Repeat Troubles within 30 days - UNE Loop and Port Combinations
64	Percent Repeat Troubles within 30 days - UNE Loops
65	Percent Repeat Troubles within 30 days - UNE xDSL
66	Percent Repeat Troubles within 30 days - UNE Line Sharing
67	Percent Repeat Troubles within 30 days - Local IC Trunks
68	Invoice Accuracy

69	Mean Time to Deliver Invoices
70	Usage Data Delivery Accuracy
71	Trunk Group Performance - Aggregate
72	Collocation Percent of Due Dates Missed
73	Timeliness of Change Management Notices
74	Timeliness of Documents Associated with Change
75	Percent of Software Errors Corrected in X (10, 30, 45) Business Days
76	Percent of Change Requests Accepted or Rejected Within 10 Days
77	Percent of Change Requests Implemented Within 60 Weeks of Prioritization
78	Service Order Accuracy - Resale Residence
79	Service Order Accuracy - Resale Business
80	Service Order Accuracy - Resale Design
81	Service Order Accuracy - UNE Specials/Design
82	Service Order Accuracy - UNE/Non-design
83	Service Order Accuracy - Local Interconnection Trunks
84	Non-Coordinated Customer Conversions - % Completed and Notified on Due Date